LibreOffice and Collabora

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*"Stand at the crossroads and look; ask for the
ancient paths, ask where the good way is,
and walk in it, and you will find rest for your
souls..." - Jeremiah 6:16*

Collabora: ~100 staff – founded 2005

Collabora Productivity: ~20 staff – founded 2013
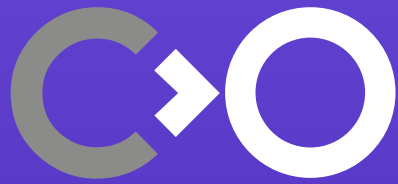
Subsidiary – 50/50 - Collabora / me.

Shared raison d'etre: *Make Open Source rock.*

The easy to understand goal of the shareholders

We re-invest your money into LibreOffice …

Hiring developers, building partner business …

COLLABORA

Automotive

Semiconductor

Digital TV

OEM

Digital Signage

Medical Devices

Collabora Productivity: examples

AMD RYZEN THREADRIPPER

One of the top three Italian banks **20,000** seats deployed in all their branch offices. Visionary cost savings.
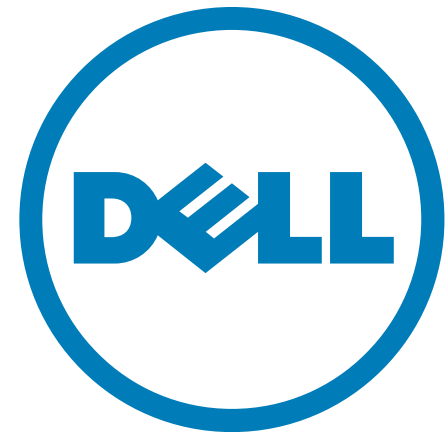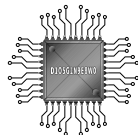
Partner:
STUDIOSTORTI
SOLUZIONI OPEN SOURCE

Partner:
nou & off

Powerful document classification – eg. "top secret". Digital signatures and classification of paragraphs.

DELL

130 partners and growing ...

Close partnerships

- Our strong preference is to sell through partners.
- Customer has a **single** support partner.
  - Who are L1/L2 support & deployment experts in Collabora products – **in your language**: 55 countries
- Service Level Agreement & place to file tickets
- No blame-game nightmares:
  - Bank: 5 people & 5 companies in the room.
    - It is exactly not like that … with us
- Single point of contact, and relationship.
- Encouraging others to invest alongside us …

Partners:

"Working with Collabora and the LibreOffice community enables us to provide a **great solution** *to for our enterprise customers"*, said Frank Karlitsche, Managing Director, Nextcloud. *"We're* **proud to partner with Collabora** *the creators of LibreOffice Online to enable our community and customers to run their own Online Office suite."*

Partners:

"*Collabora and ownCloud partner to make it **easy to deploy** rich document editing*" said Holger Dyroff, Chief Product Officer, ownCloud, "*our **joined-up** Collabora Online **support** makes things dead easy for our shared customers*"

"*We had perfect communication around any customer issues, with **immediate, and pro-active support** from Collabora*"
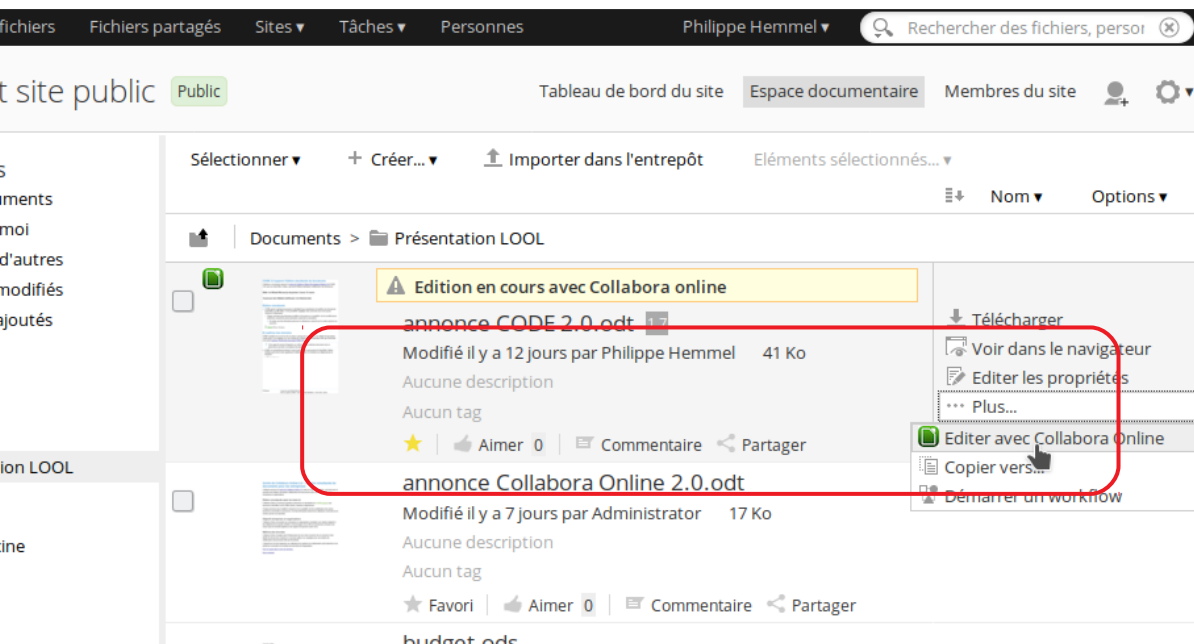- Carlos Damken – Team Lead, Support

Alfresco Collabora Online Connector

- Adds Collaborative editing to Alfresco (a Sharepoint competitor / ECM) via WOPI-like API & new monitor connector.

  (With acknowledgment of Magenta's hard work as well)
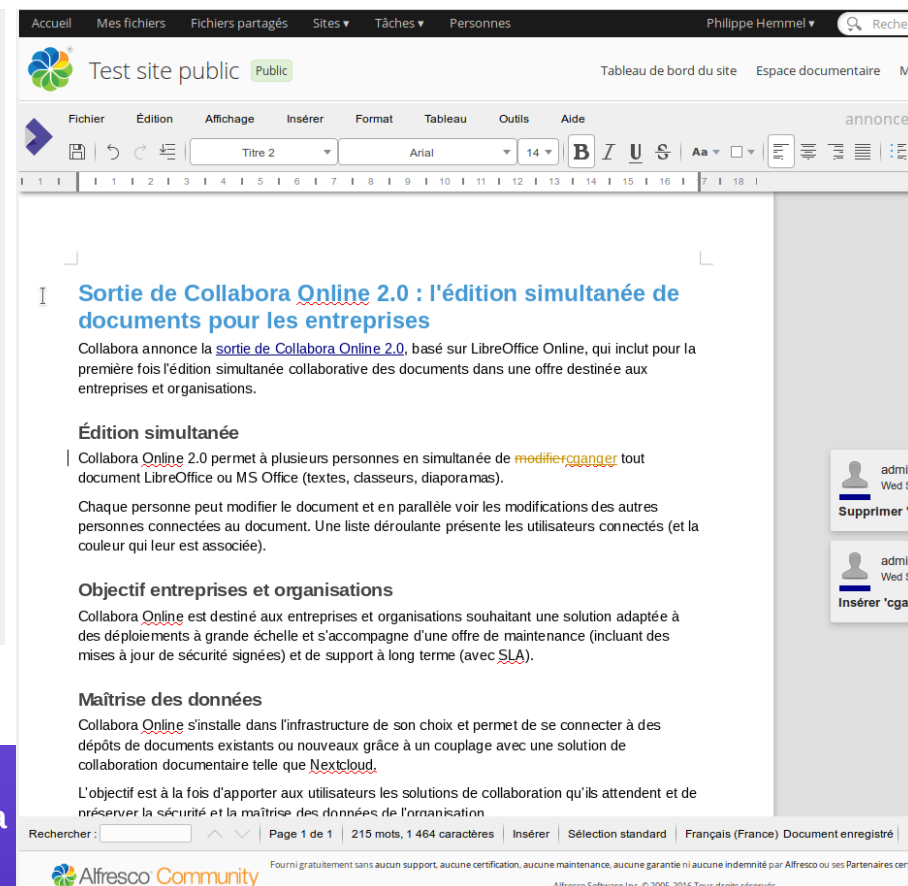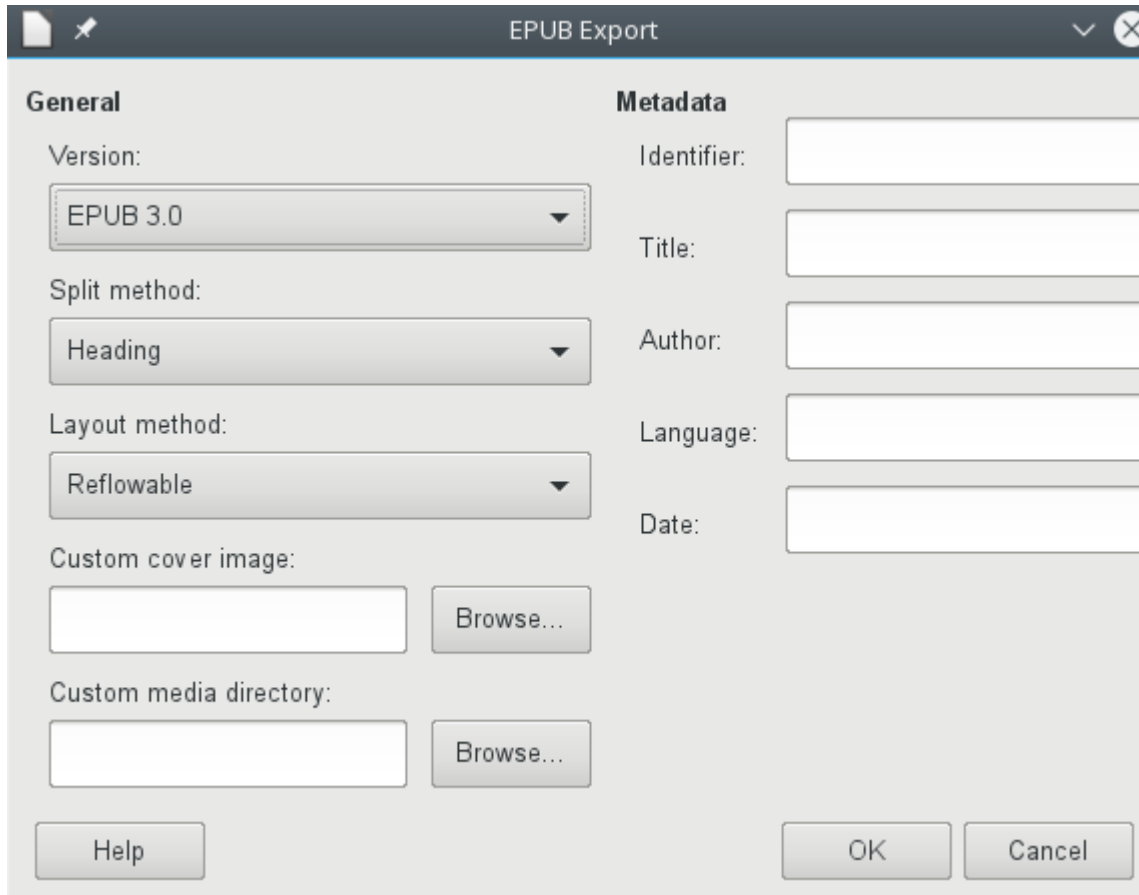
Consulting Samples

a few from the last year:
(how we helped our customers to contribute)

Collabora Productivity

EPUB export ...

Thanks to a Nou&Off customer

the new PDF ...
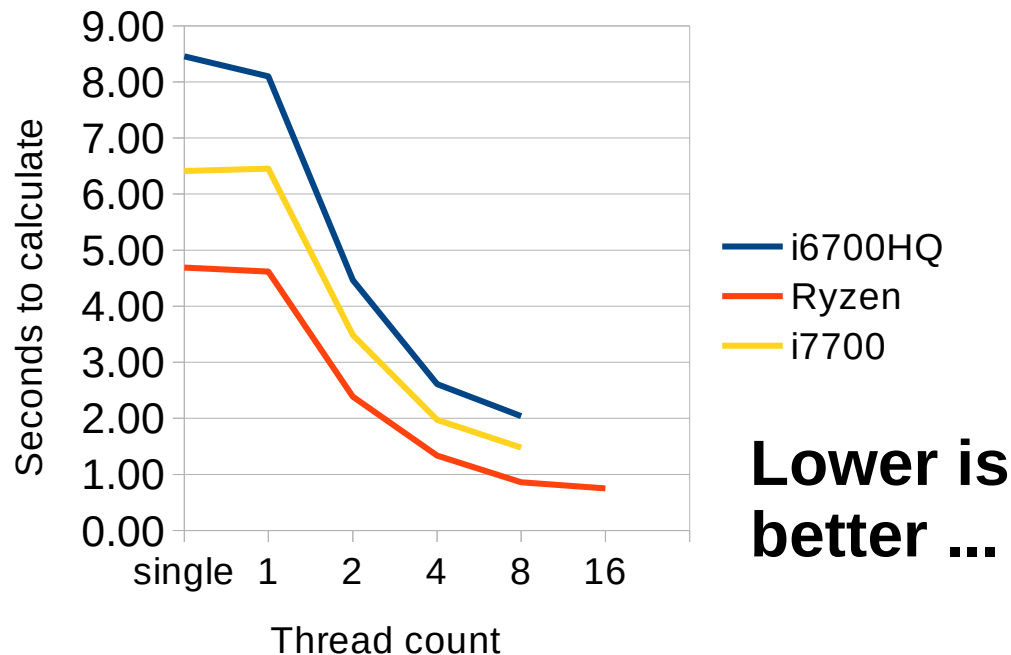
https://vmiklos.hu/blog/basic-epub3-export.html

CPU Threading Calc

Making Calc calculation thread-capable

- Shipping in LibreOffice 6.1 ...

re-calculating 100k formulae on 1m doubles

Lower is better ...

Awesome new hardware

- Affordable threading

- 16 threads the new normal

- Also amazing LibreOffice compile machines

"Improving Calc parallel calculations"
- Luboš Luňák – Wed Afternoon

Collabora Productivity

A few other bits …

Built-in MariaDB / MySQL connector - *anonymous*

HSC **South Eastern Health and Social Care Trust**

"It has been a pleasure working with Collabora to fix our migration issues" - Darren Henderson - ICT Operations Manager at South Eastern Health and Social Care Trust

D::WAVE
The Quantum Computing Company™

"Collabora understood our problem immediately, and implemented a great, Open Source solution for us to improve customer training" - *Denny Dahl, Principle Research Scientist at D-Wave Systems Inc.*

Products: PC
Collabora Office …

Collabora Office:

- Why not use LibreOffice for free in the enterprise ?

  - I badly need this new feature / fix !

    - → need a custom built version.

- three to five years of security & maintenance

- includes cumulative customer fixes

- Easy to deploy on Windows:

  - MSP patches & ADMX lock-down templates

- **Unlimited** low-priority bug/ficket filing

- Product Management & roadmap interaction

- Inexpensive - for 1000 seats - **€0.96 / user / month**

SLA on Code Fixes:

- Level 3 bug-fixing
  - User defined severity / priority
  - **SLA** for bug-fixing – starting work in 1-2 days …
    - With rate limiting …
  - Problem Temporary Fix (PTF) builds.

- **Fixed price** Entitlements:
  - Easy to budget for
  - **Bronze: €14,000 for 1x high, 2 medium bugs …**
  - **Gold: €35,000 for 3x high, 6 medium bugs**
  - We fix any root-cause bug – for a flat cost.
    - *open only to end-customers, for whom we are their sole LibreOffice supplier.*

Italian Banking example:

- One of the top three Italian banks
- **20,000** seats of *Collabora Office*
  - Deployed in all their branch offices
    - Visionary cost savings.
  - MSP patches for updates, LTS
  - Group Policy / ADMX lock-down (in Italian)
- Ongoing product work for them.
- With our partner:

Product Quality: Unit Tests ...

- Stopping regressions escaping into customer's deployments

- Auto-testing where no-one has auto-tested before.

41%
of those added
by Collabora

1,753
Unit test commits last
year to LibreOffice Core

97%
of those added
by Collabora

68
Unit test commits last
year to LibreOffice Online
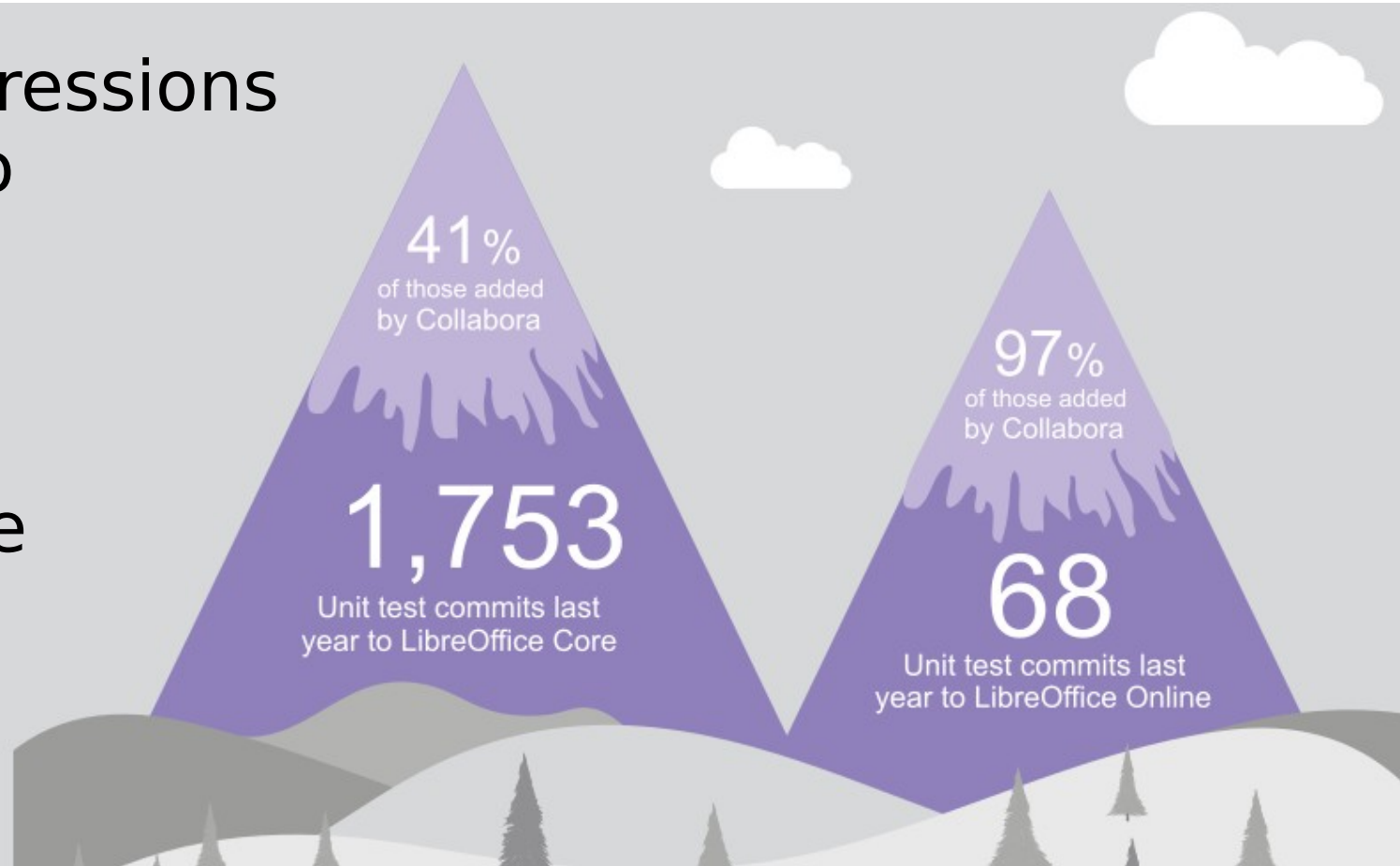
Collabora OLE Automation Tool

- Un-blocking migrations that are stuck with old VB6 / VB macros:

    - https://www.collaboraoffice.com/coleat/

Visual Basic Line of Business App

COLEAT

Trace

Word

Re-direct

Collabora Office

Tor's has a talk on the grisly details.
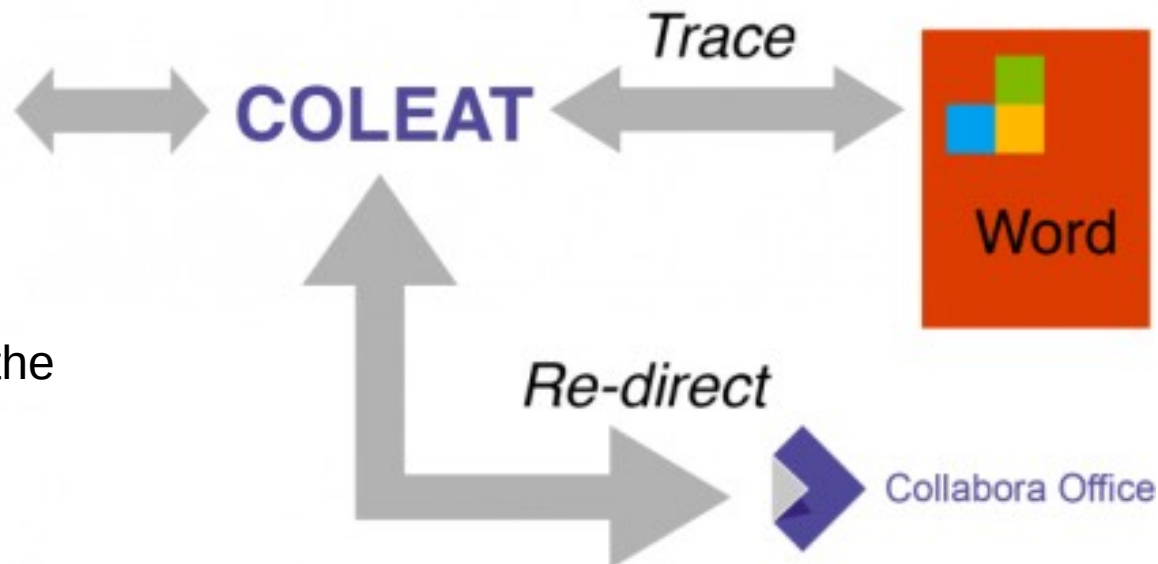
Products: Collabora Online …

What is Collabora Online ?

- Bringing LibreOffice to the browser.

- Documents + Spreadsheets + Slides

  - Viewing and Collaborative editing

- Interoperability with Microsoft formats

  - DOCX, DOC, RTF, XLSX, XLS, PPTX, PPT

- Import filters / Viewing for

  - PDF, Visio, Publisher,
    Keynote, Numbers, Pages +many more

- Powerful WYSIWG rendering

- **On-premise** hosting.

- Architecture – bet on CPU threads & network …

Why online ?

- On-premise – control of your data
- On-premise – control of your CPU & network

Bonus features

- A reduced feature-set sphere – can win.
- Document Formats – somewhat less relevant:
- Server / Certification / Revenue model …

Where C'bra is investing very heavily:

- Minus Eur 400k so far & 95%+ of commits ...

What it looks like: Writer

What it looks like: Calc

What it looks like: Impress
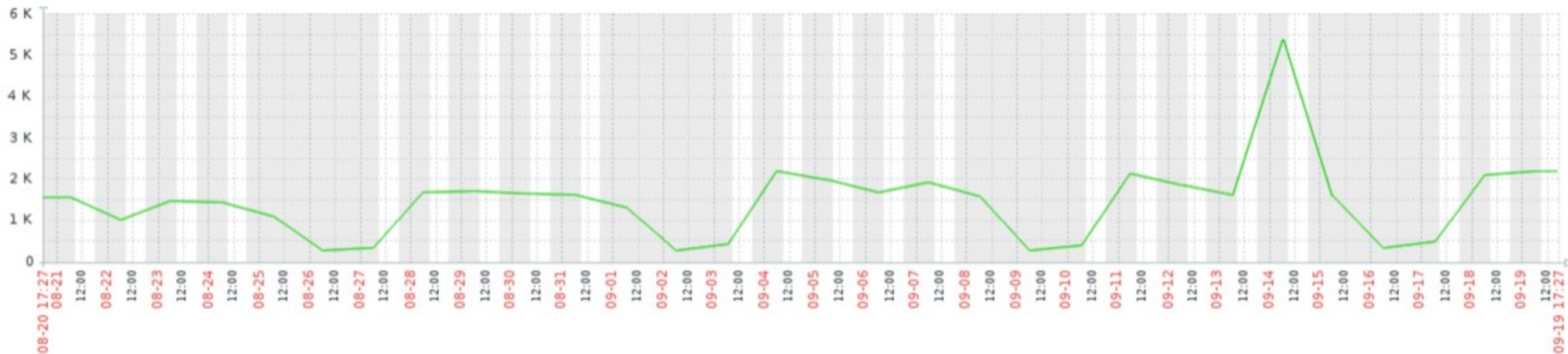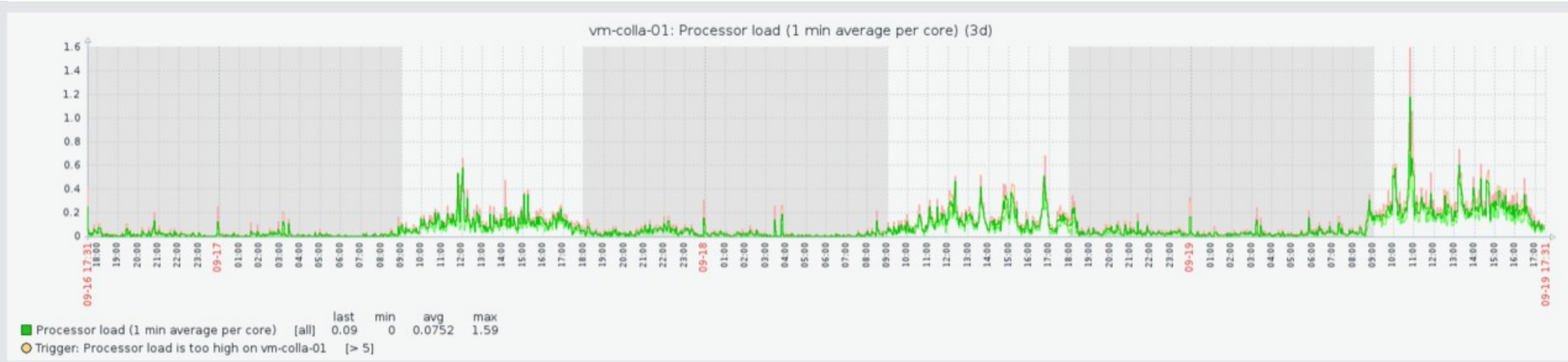
CODE ...

- The best way to get our development towards LibreOffice 6.2 to test / for home-use.

- grab the latest Docker image and/or packages
  - http://collaboraoffice.com/code
  - **7.5 million+ Docker pulls**

- ~**Useless** alone: needs to be combined with a simple ownCloud / Nextcloud / Pydio ...
  - with valid SSL certificates etc. ...

LibreOffice in the Cloud

7.5 million
Collabora Online Development Edition
(CODE) docker image pulls
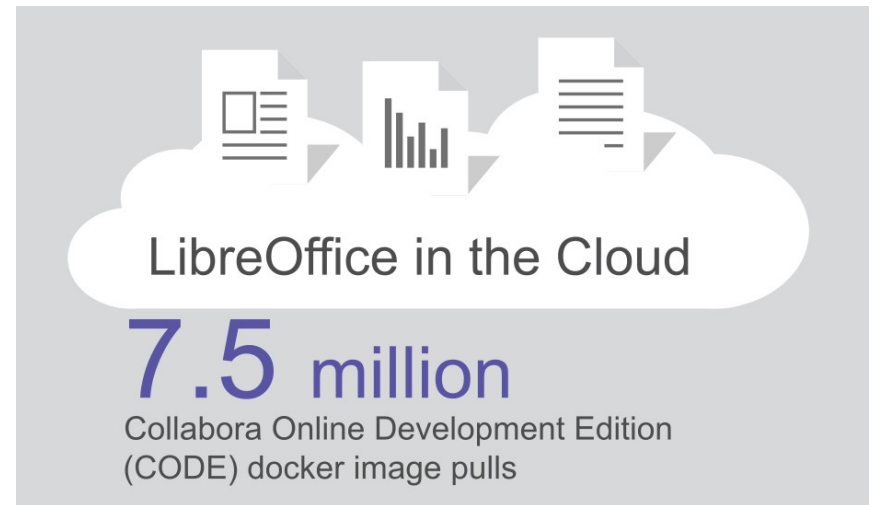
~40k seat chart
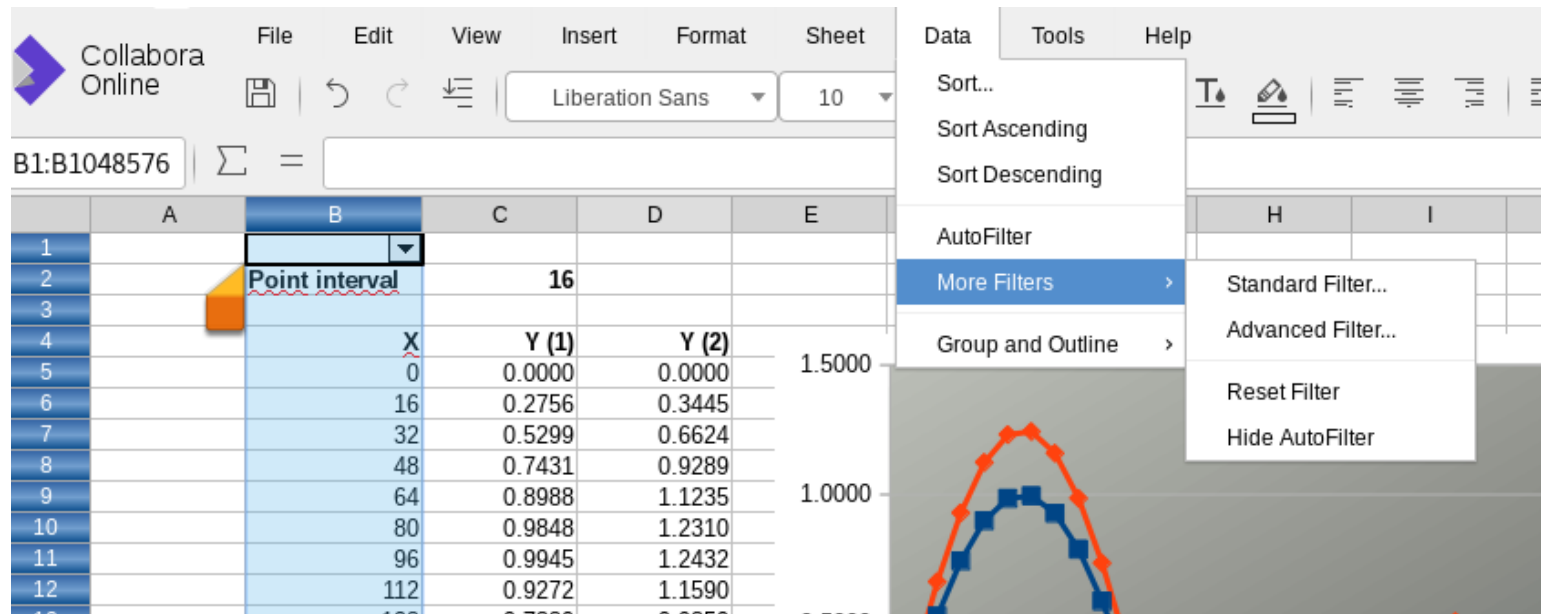## *3 worker cluster*

Online: Last 12 months

a feature taster / subset …
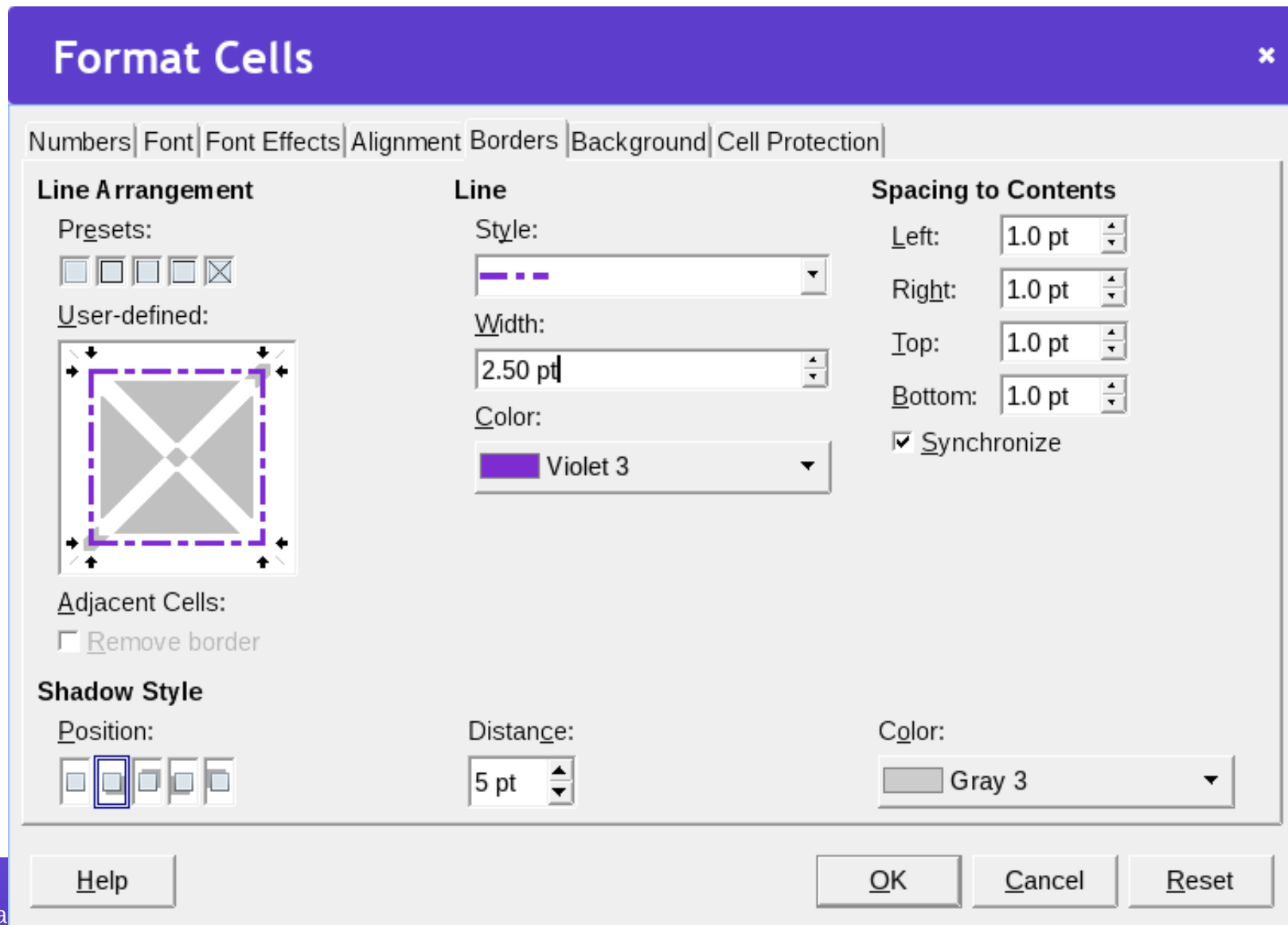*full details Kendy's talk this afternoon*
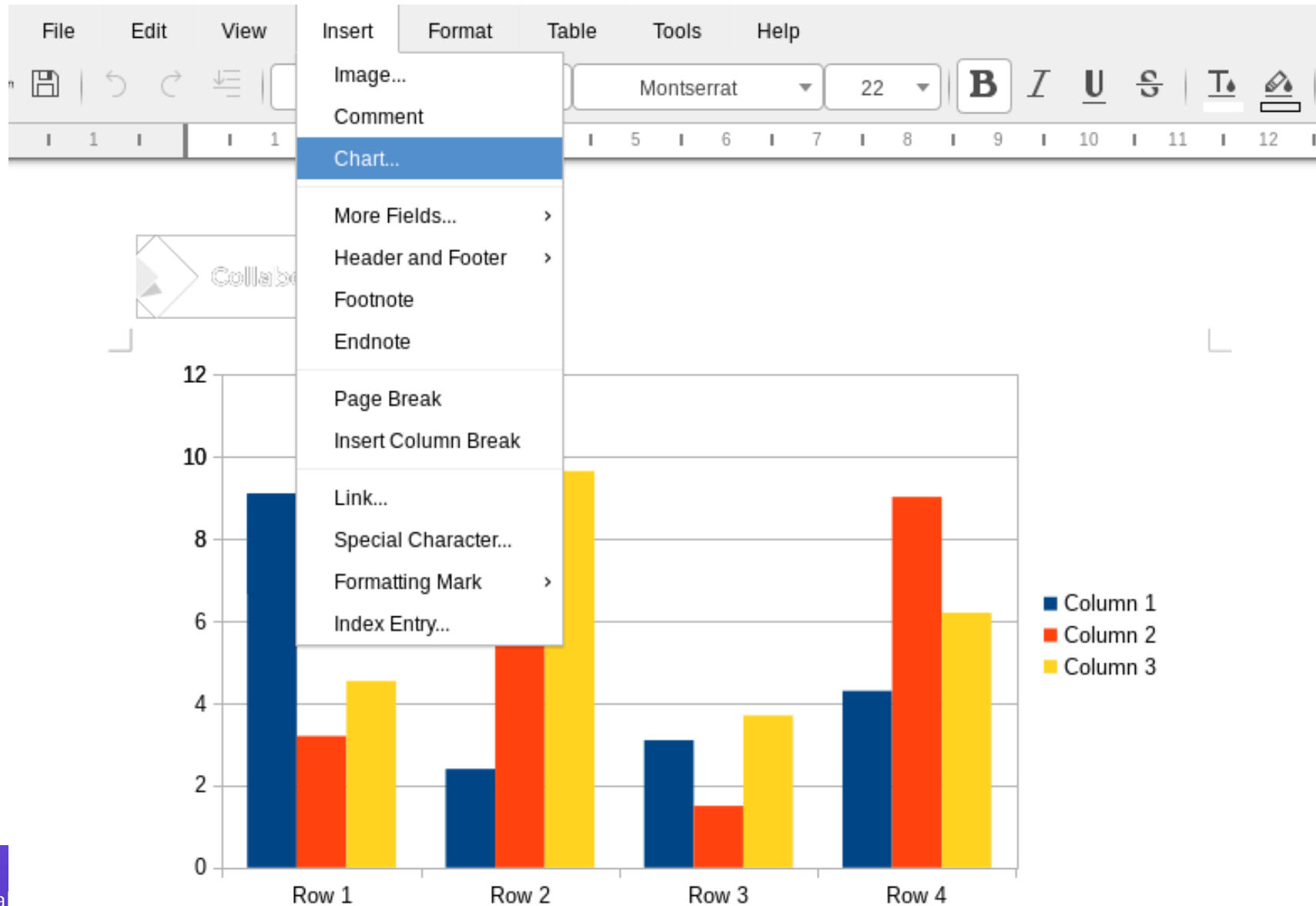
Data filters in calc

Also data-validation / drop-downs

Rich dialogs: Format Cells ...

Charts ...

Other misc. pieces

- IME support for CJK

- Insert header / footer in writer

- IPv6 support

- Graphs in Admin Console

- Outbound monitoring connection option.

Online: Next …

features for LibreOffice 6.2

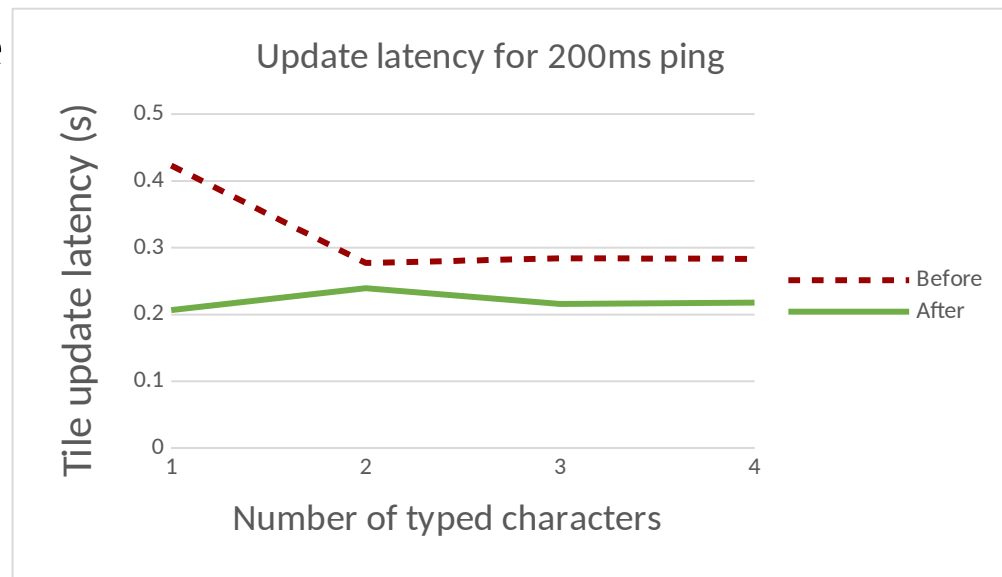# Latency & interactivity improvements ...

Half the rendering latency per key-stroke

Removed very visible 2-step cursor move + render:

Old

New: 1 round-trip

San Francisco ↔ Europe

- Now acceptable.

Dialog opening also 2X faster than before.

Update latency for 200ms ping

Tile update latency (s)

0.5

0.4

0.3

0.2

0.1

0

1   2   3   4

Number of typed characters

- - - - Before

——— After

fice.com

Misc improvements ...

- Mobile UX improvements

  - Much improved panning, zooming and positioning

  - Improved long-press / context handling

  - Zooming fixes when editing documents

  - Improved panning, status bar use.

- Warn when we hit IE11's maximum web-socket limit **of six(!)**

- Logging anonymization:

  - Keep logging things – but nothing personal: salt & hash

    - GDPR logging goodness.

  - Logging cleanup generally.

Custom / Auto-Shape palette:

Impress: Side-bar ...

Animations, Transitions, Master-pages
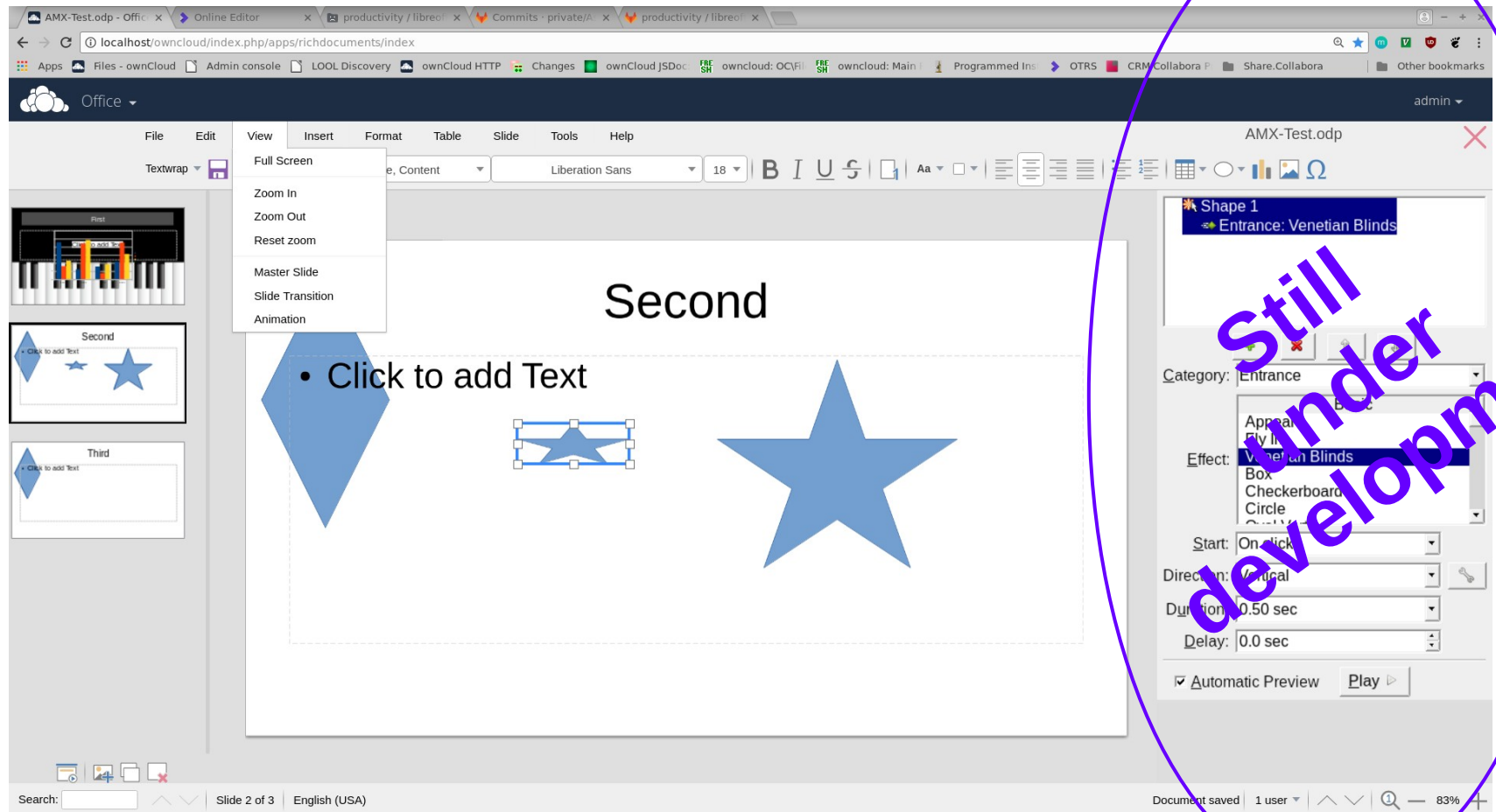
Collabora Office / Online

- ~2 years: LibreOffice-from-Collabora
  - Changed to avoid potential confusion
- Brands as an asset: building ours too …
- All our code goes up-stream, product branch in public git, help → about ...
- Frame: enterprise, support, LTS version, no free download.
- If you like what we do: help us – T-shirt …some day.
  - Concerns: come to talk on TDF marketing.
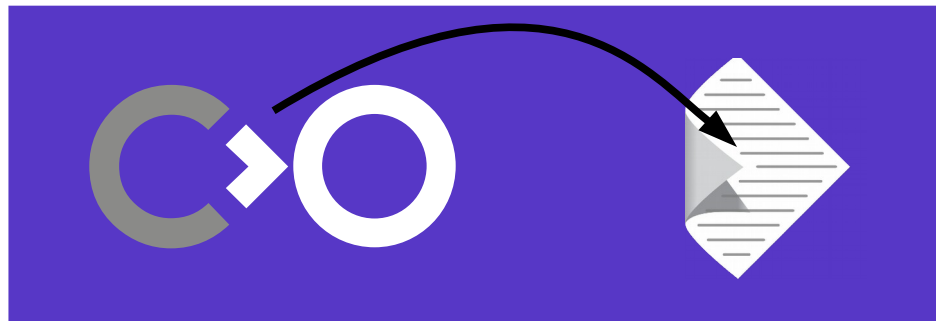
What you get ...

- **Customer Portal access**
  - Access to Collabora Online binaries & update channels.
  - Full Technical Docs
    - Setup, deployment, manual
    - Support training details
  - Support ticketing system – file & fix.

Customer testimonials

*"The **users had no problems** with **Collabora Online**; installing it had only a few tickets in half a year, it was **easy to provide** this service ... **it just works**."*

 Dr Thomas Hildmann,

 Head of the infrastructure department

30,000 EFSS users

*"The deployment of Nextcloud / Collabora Online took place in a short time and we appreciated **Arawa's responsiveness** and advice. Today, users are discovering **new possibilities for collaboration** and mobility."*

 Frédéric Bernard, Chef de bureau

Préfecture des
Bouches-du-Rhônes
~5000 employees

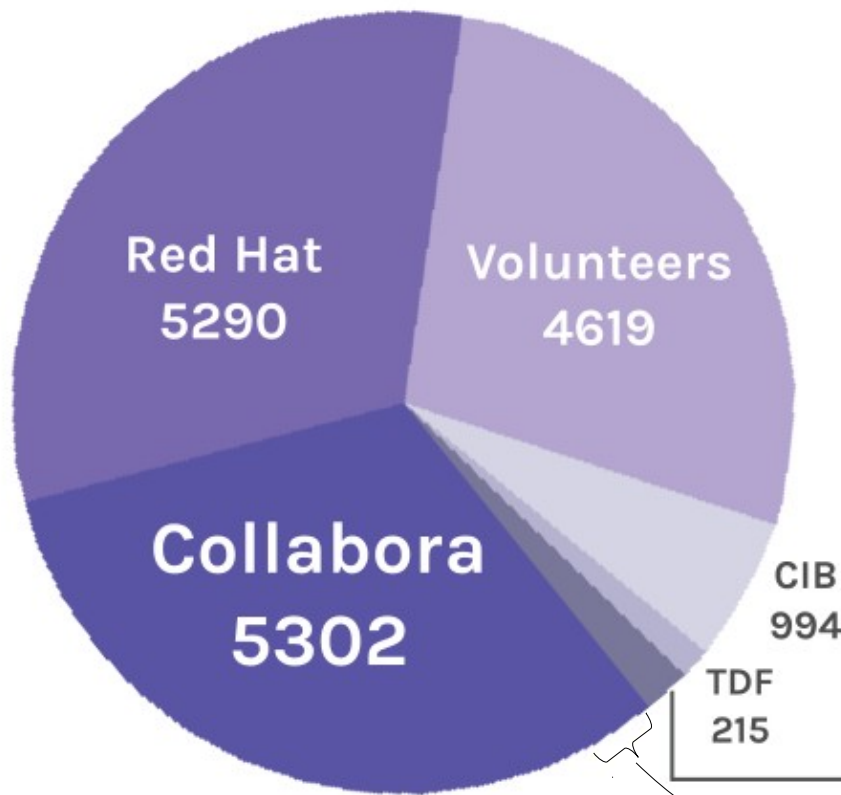# Five Years of Collabora Productivity

plus cake … later …

TDF: 7% of our revenue
0% last year.
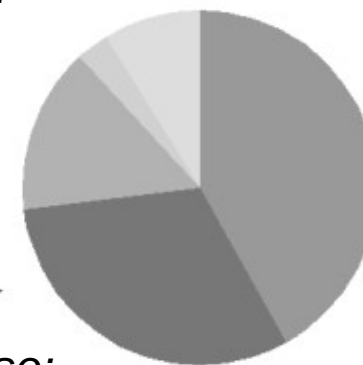
Hopeful that this will continue to improve diversity-wise:
That we will do more, but it will be a smaller proportion.

The people behind the numbers:

- Commits from 19 @collaborans + two interns in the last 12 months

a privilege to fund such great guys work with you all:

Noel Grandin	Miklos Vajna	Mike Kaganski	Tor Lillqvist
Tomaž Vajngerl	Pranav Kant	Ashod Nakashian	Tamas Bunth
Jan Holesovsky	Szymon Kłos	Luboš Luňák	Tamás Zolnai
Michael Meeks	Henry Castro	Justin Luth	Marco Cecchetti
Dennis Francis	Andras Timar	Aron Budea	
Interns:	*George Wood*	*Victor Walker*	
Also:	*Eloy Crespo (Sales) & Jona Azizaj (Marketing)*		

- Five years of Collabora
  - 29,800+ commits ~ 34% of the last year
  - 16+ commits/day 7 days/week – sustained.

Other misc. ways we serve you

- Fund the time of 2x TDF board members, and 1 Membership Committee member.

- Serve on the ESC variously.

- Advisory Board membership / funding.

- OASIS TC membership / contribution

- Google Summer of Code Mentoring

- Patch review of gerrit commits

- QA: hundreds of bugs touched this year

Conclusions

- Our mission applied – work with you to: **make LibreOffice rock**
- **All paid for** by our **Customers & Partners**
  - Thanks to them! particularly those who provided case-studies / quotes in time ...
  - **If you're a Collabora Customer & Partner**
    you're changing the Office world for the better
- All executed by our staff - Thanks to the awesome team.
- All executed alongside the **community**
  - Without you, it couldn't be done & it wouldn't be fun.
- **Brand** is one of our only assets: please credit us when you talk Online
- Our **pleasure** to be able to sponsor the LibreOffice conference
- We are **hiring** – Marketing, Development, Javascript → see me ...

Oh, that my words were recorded, that they were written on a scroll, that they were inscribed with an iron tool on lead, or engraved in rock for ever! I know that my Redeemer lives, and that in the end he will stand upon the earth. And though this body has been destroyed yet in my flesh I will see God, I myself will see him, with my own eyes - I and not another. How my heart yearns within me. - Job 19: 23-27